

WESTERN AREA POWER ADMINISTRATION  
DESERT SOUTHWEST REGION  
CUSTOMER MEETING

DATE: *August 5, 2011*

TIME: *12:30pm to 4:45pm*

MEETING DURATION: *4 hours +*

LOCATION: *Sheraton Crescent Hotel  
2620 Dunlap Avenue  
Phoenix, AZ 85021*

PURPOSE: *To provide DSW customers with a briefing of Western's mission and Strategic Plan, functions, services offered, and current and upcoming projects.*

*To obtain customer feedback on ways to improve Western's customer service and receive their thoughts on other initiatives Western might undertake.*

AGENDA: *Attached below.*

*Request RSVP by August 2, 2011*

*\*Light refreshments will be provided.*

**AGENDA:**

TOPICS OF DISCUSSION	PRESENTER
<u>OPENING REMARKS:</u> <ul style="list-style-type: none"><li>• Introductions</li><li>• Review Agenda</li></ul>	D. Moe
<u>WESTERN OVERVIEW:</u> <ul style="list-style-type: none"><li>• Western's Mission and New Changes</li><li>• New Legislative Impact</li><li>• Changes in Western Senior Management Officials</li></ul>	T. Meeks
<u>WESTERN CORPORATE PANEL:</u> <ul style="list-style-type: none"><li>• Renewable and Tribal Program</li><li>• Western-wide Energy Services Program</li><li>• Western Equipment Loan Demonstrations</li></ul>	R. Manion R. Horstman G. Hoffman
<u>TIP STATUS:</u> <ul style="list-style-type: none"><li>• TIP Program Overview</li><li>• Project Status</li></ul>	C. Knoell
<b>BREAK - 10 MINUTES</b>	
<u>SAFETY &amp; SECURITY AND COMPLIANCE PANEL:</u> <ul style="list-style-type: none"><li>• S&amp;S could provide accident ratios, security around subs &amp; other facilities, future plans</li><li>• New Compliance Program and Upcoming Events</li></ul>	T. Henry  B. Sessions
<u>OPERATIONS AND TRANSMISSION SERVICES PANEL:</u> <i>Understanding Operations and Transmission Services</i> <ul style="list-style-type: none"><li>• Operations Update</li><li>• Transmission Services</li><li>• Key Industry Initiatives/Issues</li></ul>	D. Buck R. Moulton M. McElhany M. Olson
<u>MAINTENANCE AND CONSTRUCTION PANEL:</u> <ul style="list-style-type: none"><li>• Basic Environmental Remediation Project</li><li>• Reliability Centered Maintenance Consolidation</li><li>• Western's C&amp;R Program Initiatives</li><li>• Western's Asset Management Initiative</li></ul>	R. Hillis G. Bates
<b>BREAK - 10 MINUTES</b>	
<u>ACCOUNTING AND BUDGETING PANEL:</u> <ul style="list-style-type: none"><li>• New Western Power Billing System</li><li>• Budget Execution and Forecasting Trends</li></ul>	E. Redhair B. Kozik J. Hultsch
<u>POWER MARKETING PANEL:</u> <ul style="list-style-type: none"><li>• PMMC Strategic Planning and Customer Visits</li><li>• Boulder Canyon Remarketing Update</li><li>• Rates and Financial Analysis Trends</li><li>• Contract Types</li></ul>	D. Emler M. Simonton S. Lund B. Young
<b>BREAK - 10 MINUTES</b>	
<u>OPEN DIALOGUE</u> <ul style="list-style-type: none"><li>• Comments/Suggestions regarding Presentations of other DSW Services</li></ul>	Led by D. Emler/R. Hillis
<u>SUMMARIZE AND CLOSE</u>	D. Moe

Subsequent comments, concerns or questions may be forwarded to: DSWPWRMRK@WAPA.GOV email address.

**\*\*NOTE:** Topics and presenters subject to change based on customer input or other issues.

## AGENDA:

TOPICS OF DISCUSSION	PRESENTER	DURATION	12:30
<u>OPENING REMARKS:</u> <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Review Agenda</li> </ul>	D. Moe	5	12:35
<u>WESTERN OVERVIEW:</u> <ul style="list-style-type: none"> <li>• Western's Mission and New Changes</li> <li>• New Legislative Impact</li> <li>• Changes in Western Sr Mgt Officials</li> </ul>	T. Meeks	10	12:45
<u>WESTERN CORPORATE PANEL:</u> <ul style="list-style-type: none"> <li>• Renewable and Tribal Program</li> <li>• Western-wide Energy Services</li> <li>• WAPA Equipment Loan Demonstrations</li> </ul>	R. Manion R. Horstman G. Hoffman	30	1:15
<u>TIP STATUS:</u> <ul style="list-style-type: none"> <li>• TIP Program Overview</li> <li>• Project Status</li> </ul>	C. Knoell	15	1:30
<b>BREAK - 10 MINUTES</b>			
<u>S&amp;S &amp; COMPLIANCE PANEL:</u> <ul style="list-style-type: none"> <li>• S&amp;S provide accident ratios, sub security &amp; other facilities, future plans</li> <li>• New Compliance Program</li> </ul>	T. Henry B. Sessions	20	2:00
<u>OPNS &amp; TRANSMISSION SVCS PANEL:</u> <u>Understanding Opns &amp; Transmission Svcs</u> <ul style="list-style-type: none"> <li>• Operations Update</li> <li>• Transmission Services</li> <li>• Key Industry Initiatives/Issues</li> </ul>	D. Buck R. Moulton M. McElhany M. Olson	30	2:30
<u>MAINT &amp; CONSTRUCTION PANEL:</u> <ul style="list-style-type: none"> <li>• Basic Environmental Remediation Project</li> <li>• Reliability Centered Maintenance Consolidation</li> <li>• Western's C&amp;R Program Initiatives</li> <li>• Western's Asset Management Initiative</li> </ul>	R. Hillis G. Bates	30	3:00
<b>BREAK - 10 MINUTES</b>			
<u>ACCOUNTING AND BUDGETING PANEL:</u> <ul style="list-style-type: none"> <li>• New Western Power Billing System</li> <li>• Budget Execution &amp; Forecasting Trends</li> </ul>	E. Redhair B. Kozik J. Hultsch	20	3:30
<u>POWER MARKETING PANEL:</u> <ul style="list-style-type: none"> <li>• PMMC Strategic Pln &amp; Customer Visits</li> <li>• Boulder Canyon Remarketing Update</li> <li>• Rates and Financial Analysis Trends</li> <li>• Contracts Update</li> </ul>	D. Emler M. Simonton S. Lund B. Young	30	4:00
<b>BREAK - 10 MINUTES</b>			
<u>OPEN DIALOGUE</u> <ul style="list-style-type: none"> <li>• Comments/Suggestions regarding Presentations of other DSW Services</li> </ul>	Led by D. Emler/R. Hillis	25	4:35
SUMMARIZE AND CLOSE	D. Moe	10	4:45